



# Knowledge Management

## Navy Resource Implementation Cooperative Meeting

Crystal City, VA

**11 April 2001**

**Code 8024**

**Naval Surface Warfare Center, Crane  
Division**

**812-854-1815**



# Definitions

- Information – meaningful data obtained from investigation, study, observation or experience.
- Knowledge - the circumstance or condition of apprehending truth or fact from information.



# DON CIO

The definition most relevant to the Department of the Navy is "providing the right information to the right decision-maker at the right time, thus creating the right conditions for new knowledge to be created" (Gordon Petrash, DOW Chemical).

“(Knowledge Management) is the link between technology and people”



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  - 82% have KM underway in their organization
  - 50% have KM staff and budget
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- By 2001, enterprises that lack ongoing KM infrastructure will lag KM-enabled competitors by 30-40% in speed of deployment for new competitive programs and products.  
(Gartner Group)





# Return On Investment

Conservative studies show 23% to 88%, payback in 1 to 2 years and aggressive studies indicate greater than 1000%, payback in 8 to 24 weeks for EKPs and other intranet strategies. - (Developing Your Intranet Strategy - CIO.com)



# DON IM/IT Strategic Plan

- Goal 4
  - Implement strategies that facilitate the creation and sharing of knowledge to enable effective and agile decision-making.





# ***Objective For A Web Based Navy***

***“A Navy in which operational and business processes are conducted worldwide via interconnected and interoperable web-based IT systems.”***

***ADM W. J. FALLON***

***19 December 2000***



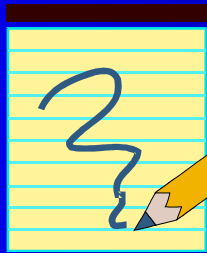
# Technology Changed

70s

80s

90s

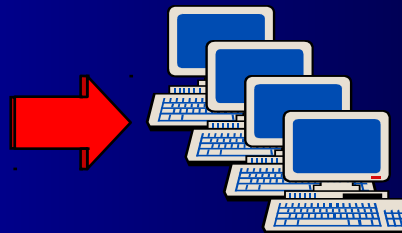
Future



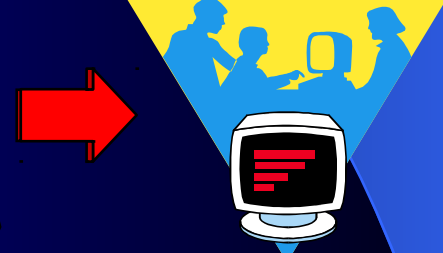
Manual  
Desktop



Desktop  
Automation



Desktop  
Networking



Knowledge  
Management  
("One Desktop")



**“Knowledge is experience.  
Everything else is just  
information.”  
-- Albert Einstein**



# Communities of Practice

- The Key to Knowledge Strategy
- Information Technology and E-Business facilitate, but are not Knowledge Management
- The natural stewards of knowledge in an organization and must be nurtured



# Enterprise Knowledge Portal

- To assist in distinguishing knowledge from mere information and avoiding the “information junkyard.”
- To provide a facility for producing knowledge from data and information
- To deliver access to data and information



# *Enterprise Knowledge Portal*

GUI's,  
MyPage's and  
API's

